

M S D P



MANAGERIAL SELECTION DEMONSTRATION PROJECT

OFFERING EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

THIS IS A CALTRANS OPEN EXAMINATION IN WHICH LATERAL CANDIDATES ARE ENCOURAGED TO APPLY.

EXAMINATION ANNOUNCEMENT

THIS EXAMINATION IS FOR DESIGNATED MANAGERIAL POSITIONS AND WILL BE CONDUCTED UNDER THE SELECTION PROCESS OF THE STATE PERSONNEL BOARD'S DEMONSTRATION PROJECT AUTHORITY.

CLASSIFICATION: **DATA PROCESSING MANAGER III**

POSITION TITLE: **ENTERPRISE ACCOUNT MANAGER – NORTH AND CENTRAL**

SALARY: **\$6334 - \$6984**

LOCATION: **HEADQUARTERS – SACRAMENTO**

FINAL FILING DATE: **MARCH 2, 2007**

DUTIES/RESPONSIBILITIES

Under the general direction of the Chief of Network Operations (CEA III), the Data Processing Manager III is responsible for client interface with Information Technology (IT). The incumbent must be committed to delivering quality services and be able to interact with clients and services providers at all levels. Incumbent will engage in activities designed to increase the appropriate use of the products and services offered by IT while measuring and increasing the satisfaction with those services. Responsible for managing the technology accounts for an assigned client service area. The incumbent must demonstrate a thorough understanding of the various service offerings, operational policies, protocols and procedures that are required at Caltrans to meet our department's strategic goals. Incumbent must have an understanding of the IT requirements of the diverse clients in assigned client service area and provide the highest level of service in the development of technology solutions that will meet their business needs. The incumbent must possess a full understanding of emerging technologies and be able to utilize the in-depth understanding of technology to achieve specific business goals. Oversee the most complex technologies, as well as the most complex business and customer relationship issues. The incumbent will promote and champion

innovative and best practice-based IT strategies that align with the best interests of the client, the Department and the State of California. Responsibilities include, but are not limited to:

- As manager of the Customer Relationship Management process, the Enterprise Account Manager will act as high level liaison and perform the following core functions and duties.
 - Facilitate the relationship between programs in the Assigned Services Area and Caltrans IT. Act as the central contact for strategic service management issues regarding applications, network services or other services offerings obtained through Caltrans IT in the assigned client service area.
 - Assemble the necessary resources from Caltrans staff, the customer, vendors and other state staff, through the creation of ad hoc teams, to drive resolution of customer issues. Assigns tasks and responsibilities to team members and ensure requirements are met.
 - Identify customer business needs, IT-related issues and/or problems through the collection and documentation of business and functional requirements.
 - Collaborate with Caltrans IT staff to devise solutions that address the client business needs; ensure that they are aligned with the state and departmental strategic IT direction; and be proactive in delivering the solution to the client.
- Oversees and directs the development of program to enhance the reputation of the Division and increase customer satisfaction with the products and services it provides.
 - Manage the development, implementation and operation of a strategic marketing plan to underscore the benefits and economy of utilizing Caltrans IT services. Oversees and directs the creation of promotional materials.
 - Advises Caltrans executive management regarding computing and networking opportunities, trends, plans and problems.
 - Acts as a subject matter expert in marketing Caltrans IT services to assist customers to meet their current and future business needs.
 - Facilitate negotiations regarding service levels, costs, reporting requirements and other issues between Caltrans and customer staff to finalize interagency agreements. Works with IT division staff and client departments to define appropriate service levels as part of a formal service level agreement (SLA) program.
 - Manages the development of a system measurement process, utilizing a multidisciplinary professional staff, to analyze and report to clients project outcomes. Data presented must be specific, measurable, meaningful and presented in lay terms.
- Client Services Management:
 - Educates clients in assigned service area about new technology developments or tools that can be leveraged to meet their business needs. Position Caltrans IT as preferred provider.
 - Manages the services request process. Works with appropriate Caltrans staff to determine equipment/service costs; present findings to customer.
 - Facilitates the business IT planning process by assisting customers with budgeting, risk analysis, cost benefit analysis and risk mitigation strategies as it relates to their need for computer equipment and services.
 - Reviews project proposals and feasibility study reports (FSRs) with an emphasis on consistency with business and strategic plans, policies, standards, departmental goals and objectives. Assess project scope and complexity, determine need for project managers.
 - Reports customer plans for future IT business applications to Caltrans executive management and technical staff. Participate in evaluating the cost and service impact of these plans to Caltrans.

- Assists in the preparation of requests for proposal or alternative procurements.
- Represents Caltrans in special interest and user group meetings.
 - Participates in state enterprise-level strategic planning workgroups.
 - Researches technology and customer relationship management skills.
 - Attends/chairs team meetings, committees and workgroups.
 - Assists technical staff to communicate department policies and direction.

MINIMUM QUALIFICATIONS

Applicants must meet the following qualifications by the final file date in order to participate in this examination.

Either I

Two years of experience in the California state service performing electronic data processing duties in a class with a level of responsibility equivalent to Data Processing Manager I, at least one year of which shall have been in a management assignment.

Or II

Three years of experience directing all phases of the operation of a large electronic data processing installation. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility equivalent to Data Processing Manager II.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to EDP; the department's goals and policies; department's equal employment opportunity objectives; a manager's role in the equal employment opportunity program and the processes available to meet equal employment opportunity objectives; and principles of the governmental functions and organizations at the State level, including the legislative process.

Ability to: Develop and evaluate alternatives, make decisions and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary teams; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; present ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language; gain and maintain the confidence and cooperation of others; and effectively contribute to the department's equal employment opportunity objectives.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed above, the following position specific qualifications will be evaluated:

- Demonstrated experience in developing 'best practice' IT services based management including; developing feedback and measurement techniques; developing service catalogs; developing service level agreements; defining stakeholder requirements.
- Demonstrated experience in developing outreach programs intended to communicate the value of IT and create a positive image of the services it provides.
- Demonstrated experience and expertise in Stakeholder Relationship Management activities. These stakeholders include but are not limited to customers, employees, control agencies, legislators, vendors and end-user communities.
- Demonstrated communications expertise, including: planning and organization of communication functions, editorial skills; content editing, proofreading, publications management; scope and objective management; strategic corporate communications; strategic message development; developing and delivering presentations; conduct surveys and focus groups; branding and identity development.
- Demonstrated experience in managing organizational change including management of risks and issues; change leadership; planning and coordination of outreach efforts.
- Demonstrated knowledge, experience and ability to effectively direct, supervise, manage and develop IT professional staff.
- Demonstrated knowledge, experience and ability to effectively build, coordinate and manage multidisciplinary project teams.
- Demonstrated knowledge of state processes, laws, rules and policies that pertain to IT.
- Demonstrated knowledge of state strategic IT direction.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant positions. An evaluation of the Examination/Employment Application (STD. 678), Statement of Qualifications, and interview will be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate.

Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS

All interested applicants must submit:

- An original, signed State application (STD 678) which includes civil service titles and dates of experience.
- A Statement of Qualifications. The Statement of Qualifications is a discussion of the candidate's experience that would qualify him/her for this position. **The statement should be no more than two pages in length.**
- Resumes are optional and **do not** take the place of the Statement of Qualifications.

State application and Statement of Qualifications must be received or postmarked by the final file date of **March 2, 2007**. Interagency mail received after this date will not be accepted.

The State application and Statement of Qualifications are to be submitted to:

**Department of Transportation
ATTN: Bertie Martin
1120 N Street
Sacramento, CA 95814**

APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.

Questions regarding this examination process should be directed to Liz Ochoa, MSDP Analyst at (916) 227-7466/Calnet 8-498-7466.

ELIGIBILITY INFORMATION

This examination **will not** establish a civil service list; therefore, candidates **will not** have the ability to transfer their eligibility to other departments.

REASONABLE ACCOMMODATION

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, the Voice line at 1-800-735-2922 or the Exams TDD line at (916) 227-7857/Calnet 8-498-7857 for assistance.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to the California Department of Transportation, Office of Examinations and Special Programs, P.O. Box 168036, MS-86, Sacramento, CA 95816. Voice (916) 227-7858/Calnet 498-7858 or TTY (916) 227-7857/Calnet 498-7857. California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.